

EA/PA

SUMMIT 2016

Conference Date: 17-18 May 2016
Interactive Workshop: 16 May 2016
Shangri-La Hotel, Sydney

**EARLY BIRD
SPECIAL**

Book before 8th April
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Paul de Gelder
Navy Diver, Shark
Attack Survivor,
Author



Anthony Bonnici
Director,
Move Mountains



Suzanne Young
COO,
NRL



Mark Maguire
Director, **I am Captain
of my Ship**



Wendy Jocum
Director, **Wendy
Jocum Training and
Coaching**



Mario Halouvas
National Training
Manager,
Priority Management



Denise Keen
Executive Assistant
to CEO/Chair,
Arup Australasia



Jacqueline Grant,
Relationships Manager,
South Pacific Private



Jim O'Connor
Director, **Jim
O'Connor Elite
Performance**



Michelle Bowden
Director, **Michelle
Bowden Enterprises**



Divya Hemnani
Brain Trainer & Founder,
**Intrinsic Brilliance
Institute**



Sarah Meijer
Director, **Confident
Communicating**

WHAT'S NEW IN 2016?



14 speakers new to the EA/PA Sydney Summit

Facilitator led roundtable discussions on both plenary days to exchange your experiences and develop solutions to the challenges you face



New learning areas include:

- Moving to a Paperless Office Environment
- Managing Performance and Coaching
- Breaking through in a Boys Own Culture
- What makes an Award Winning PA?
- Digital Disruption and the EA/PA Role in the New Tech Enabled Office of 2020 and Beyond



Partners:

BOOK NOW! T: 02 9229 1000 F: 02 9223 2622 E: registration@iqpc.com.au W: www.eapa.com.au

Dear Colleague,

I am pleased to make available the program for our 3rd annual EA/PA Sydney Summit taking place at the Shangri-La Hotel on the 16 - 18 May.

The operating environment for the modern EA or PA is more demanding than ever before. In your role, you are expected to be across all of the latest technologies to aid operational efficiency, be a business partner to your boss, a leader within your organisation and possess all of the communication and problem solving skills necessary to operate effectively in a fast paced office environment.

This years summit has been developed in response to the challenges you face in your current role and looks forward to the **digitally enabled office environment of 2020 and beyond** and the **technologies available to enhance operational efficiency** and remain competitive in a rapidly changing business environment.

I am also pleased to announce that our keynote speaker will be **Paul de Gelder**, Navy Diver, Shark Attack Survivor and Author. On February 11th, 2009 Paul was on exercise in Sydney Harbour between Garden Island and Mrs Macquarie's Chair when he was attacked by a massive bull shark resulting in the loss of his right leg and right hand. Paul will be sharing the story of his recovery which is an inspirational story of mental and physical courage.

Joining Paul at the event will be:

- Suzanne Young, Chief Operating Officer, **NRL**
- Larissa Auditore, EA to the CEO, **icare**
- Mark Maguire, Director, **I am Captain of my Ship**
- Michelle Bowden, Director, **Michelle Bowden Enterprises**
- Jim O'Connor, Director, **Jim O'Connor Elite Performance**

And many more....

The EA/PA Sydney Summit program will deliver an interactive learning experience that will ensure you leave the event motivated, inspired and ready to respond to any of the challenges thrown at you in your demanding roles.

I look forward to meeting you in Sydney.

Doug Power

Director,
EA/PA Series of Events

SPEAKERS



Nic Russ

PA to the GM, Brand & Marketing & GM, Distribution & E-Commerce,
Virgin Australia



Mathew Dickerson

Mayor of **Dubbo**



Faye Hampton

Success Coach,
Live Your Fulfilment



Rachael Lloyd

Domestic Violence Survivor



Carol Pedersen

Executive Officer,
PSMA Australia



Tania Rizoski

Personal Assistant,
Arup Pty Ltd

ABOUT THE WORKSHOPS



You're Not Paid to Have a Bad Day

- **Mark Maguire**
Director, **I Am Captain of My Ship**



Moving to a Paperless Office Environment

- **Mario Halouvas**
National Training and Development Manager, **Priority Management**



Managing Relationships and Influencing Others to Achieve Outcomes

- **Wendy Jocum**
Director, **Wendy Jocum Training and Coaching**



Working Smart in Meetings

- **Mario Halouvas**
National Training and Development Manager, **Priority Management**

Pre-Conference Workshops

Monday, 16 May 2016

EA/PA
SUMMIT 2016

A

Monday, 16 May 2016
08:00

You're Not Paid to Have a Bad Day

Everyone has a bad day, a bad week, you may even think your life feels bad right now. Most of the time we bring our personal baggage into the work place and that negativity will be highlighted when we allow people and situations to take control of us. None of us want to have bad days in the office; give us a choice and we'd easily accept being a positive influence. Interesting thing is most of us don't know how our moods, demeanor and attitude influence others around us.

This workshop is more than a pick me up, kick in the pants, let's go get 'em, style program. It will give you simple practical tools to deal with the chaos around you without losing your cool, and know how to separate and leave your personal life at home to be focused and on fire at work.

What you will learn:

- You can become more than resilient; you can become unbreakable.
- How to gain control of your own emotional state.
- Become the positive influence within your workplace.
- Practicalities in empathy, self-control and courage.
- How to keep your head well above water when you feel like the workload and others are drowning you.
- Open discussion with practical examples to turn a bad day into a good day.

Facilitator:

Mark Maguire

Director,

I Am Captain of My Ship

B

Monday, 16 May 2016
11:15

Moving to a Paperless Office Environment

In the office of 2020 and beyond it is likely that your organisation will have responded to the developing technologies available to enhance operational efficiency and remain competitive in a rapidly changing business environment.

Creating a paperless environment within your firm is a key enabler towards your efficiency goals, but to enable this transition you will need a well thought out plan before you begin your journey.

This workshop will explore the steps you need to take to develop a plan for implementing a paperless office environment.

Areas covered:

- Defining the paperless office
- Prep-paperless planning
- The change management process
- Developing a document storage plan
- Identifying your technology requirements
- Implementation

Facilitator:

Mario Halouvas

National Training and Development Manager,

Priority Management



“ I really enjoyed this conference and it was great to meet and network with other EA's who face the same challenges in their roles. ”

Jan Willey, Executive Assistant and Project Officer, **Western Sydney University**

“ I loved it! Had a fabulous time and took away lots of wonderful and helpful information. ”

Amanda Bertschinger, Executive Assistant, **SA Water**

BOOK NOW!

T: 02 9229 1000 F: 02 9223 2622 E: registration@iqpc.com.au W: www.eapa.com.au



Monday, 16 May 2016
14:00

Managing Relationships and Influencing Others to Achieve Outcomes

The ability to communicate and influence successfully is essential to building and maintaining relationships, and ultimately determines both your personal and professional success.

Strong communication skills are critical for achieving results, leadership, teamwork, and customer service. Effective communication, assertiveness and conflict resolution leads to improved results, shared understanding, new ideas, and enhanced relationships. Regular, honest, and balanced feedback are an essential part of ongoing two way conversations. This builds collaborative relationships, clarifies mutual expectations, and encourages improved ways to work together.

By stating your needs in an honest, non confrontational way, you can build and maintain relationships, achieving mutual outcomes for yourself, others and your organisation. As a business partner with your boss, developing the ability to manage up and be assertive is beneficial to your role.

This practical workshop will provide you with productive strategies for influencing, and for resolving positive outcomes with all your stakeholders.

Key content will include:

- Key principles of effective communication
- Assertiveness and listening skills
- Negotiation, positive influencing and collaborating with others
- Establishing rapport, credibility and building relationships
- Having challenging and courageous conversations
- Conflict/behavioural and communication styles
- How to say no effectively, politely but firmly
- How to gain cooperation and positively influence others for a win/win outcome
- Build rapport with others and build relationships

Facilitator:

Wendy Jocum,
Director,

Wendy Jocum Training and Coaching



Monday, 16 May 2016
17:15

Working Smart in Meetings

Are your meetings on time, on track, and on purpose?

If you answered "No" to the above question, then this workshop is for you.

This workshop will not only show you how to plan and organise a successful meeting, but also understand the role of the 'minute taker' and techniques to keep your meetings on track.

Immediate benefits are: a 'business planning' approach to meetings, increased meeting effectiveness, saving time, improved meeting outcomes.

This workshop will give you the following takeaways:

- Apply a proven planning process to meetings
- Design an effective agenda to increase accountability
- Capture effective minutes and understand the role of the 'minute taker'
- Understand the different roles within meetings
- Know how to support your Executive to keep meetings on track
- Avoid the common pitfalls that create 'meeting maddeners'

Workshop Facilitator:

Mario Halouvas,

National Training and Development Manager,
Priority Management

“Vey enjoyable, informative and supportive with the continual opportunity to network, discuss and participate in all sessions.”

Christopher Bird, Executive Assistant, **BoysTown**

08:30 Registration and Morning Coffee

09:00 **Welcome address by the chair:**
Carol Pedersen, Executive Officer, **PSMA Australia**

09:10 **Breaking through in a Boys Own Culture**
Working for the National Rugby League (NRL) is not a job for the faint-hearted. Like a lot of football codes it's been a boys' club, at times tarnished by alcohol, sex and drugs scandals that have ruined playing careers and sent sponsors investing their money elsewhere.

Suzanne grew up on a farm, striding the paddocks with her father and grandfather, and her sporting pedigree saw her named Australian Surf Lifesaver of the Year in 1996. The resilience demanded by the rigours of that sport has prepared her for tough board meetings, players behaving badly and the ensuing battles with the media.

In this session Suzanne will explore the leadership skills you need to develop to operate and lead in any organisation to ensure you get the best out of all of the stakeholders you work with.

Suzanne Young, Chief Operating Officer, **NRL**

09:50 **I Am Captain of My Ship**
For people interested in self-leadership, desiring to impact the world around them

The strategies behind better observation, balance and direction to begin reclaiming back your ship from the mutinies in your head and the pirates, which cause fear and poor decision-making. This is about self-leadership. This is about finding a way and navigating a better course for you from problem to solution. You will be able to relate this knowledge to any area of your business and personal life.

Mark Maguire, Director, **I Am Captain of My Ship**

10:50 **Speed Networking and Morning Coffee**
An effective structured interactive session designed to help you expand your network through one-on-one focused conversations

11:40 **Assertiveness versus Aggression (Getting Your Needs Met)**

Do you consider yourself to be assertive?
And what does being assertive mean to you?

Being assertive is not necessarily easy, but it is a skill that can be learned. In this presentation Jacqueline will share insights into how to improve your assertive skills and clearly relay your 'needs' and 'wants' professionally.

- Assertiveness versus aggression in the workplace – finding the balance
- I win / you win – Assessing the goals of your interaction and communication
- Self-worth and the value of your workplace contribution and knowledge
- Identifying needs and wants – How to get them met

Jacqueline Grant, Relationships Manager, **South Pacific Private**

12:20 **What Do You Believe To Be True?**

How resilient we are in the midst of challenges is closely connected to the beliefs we hold, both consciously and unconsciously. Certain beliefs can be enabling and empowering whilst others can be disabling and distressing. This interactive session will include:

- An exploration some of the beliefs you hold about your role and how they serve or limit you
- 3 key beliefs that create ease in any context
- How you can bring your unconscious beliefs to your awareness so that you can change them

Divya Hemnani, Brain Trainer & Founder, **Intrinsic Brilliance Institute**

13:00 Lunch and Networking Break

14:00 **Dealing with Different People: Red, Yellow, Green, Blue**

Ever wondered why you get on famously with some people and simply can't stand others?

Does it sometimes feel like others disagree with you just to spite you?

Want to know how to better communicate, influence and get along with people who are just not like you?

Anthony will help you do all of this by focussing on an easy-to-use personality profiling tool that you can implement broadly. It will help you:

- Communicate more effectively
- Influence more broadly
- Reduce conflict and misunderstanding in the workplace (and at home!)

Anthony Bonnici, Director, **Move Mountains**

15:00 **Presentation Skills: Encouraging Confidence, Courage and Skill**

As an EA or PA you are required to communicate with colleagues from all levels of your organisation, from the CEO down. The ability to communicate clearly and effectively is an essential skill and can be the difference between success and failure in your role. As a business partner to your boss, you need the ability to engage and build relationships with internal and external stakeholders so being able to present a clear well articulated point of view in a convincing manner is essential.

In this session Sarah will help you find your voice whether that be in the office, during business meetings or presenting in front of an audience.

- The importance of relaxation
- Proper support for your voice
- Developing impacting vocal skills
- Non-verbal communication
- Handling nerves

Sarah Meijer, Director, **Confident Communicating**

16:00 Afternoon Tea and Networking Break

16:30 **Champagne Roundtable Discussions**

The Champagne Roundtables are an opportunity for you to participate in 3 facilitator lead discussions on different topics, exchange your

experiences and challenges and develop solutions with your peers over a glass of bubbly. We have some great experts facilitating the roundtables but it's worth remembering that sometimes the solutions to your work challenges can come from your fellow delegates!

Roundtable A: Is Multi-Tasking a Myth?

Are you really being as effective and efficient as you're capable of? If you describe yourself as a great multi-tasker, it's likely that you aren't... Join Brain Trainer Divya Hemnani as she reveals the neuroscience behind peak performance. In this session you will experience:

- How your brain is a parallel processor
- How you can "overwhelm" your system
- How you can reset your system with simple practices

Facilitator:

Divya Hemnani, Brain Trainer & Founder, **Intrinsic Brilliance Institute**

Roundtable B: Effective Minute Taking in Meetings

Are you new to writing meeting minutes or are interested in some tips to improve your efficiency? Then this roundtable is for you.

- Pre-planning
- What should be included?
- The minutes writing process

Facilitator:

Mario Halouvas, National Training and Development Manager, **Priority Management**

Roundtable C: Disarm the Bomb - Resolving Conflict

Using the analogy of war, we explore how conflict can destroy working relationships, productivity and motivation in the workplace. You will learn how to disengage conflict by starting with the only real thing you truly control — yourselves.

Facilitator:

Anthony Bonnici, Director, **Move Mountains**

“Very interesting, interactive and a great platform for networking.”

Waidah Dali, Executive Assistant, **Department of Immigration and Border Protection**

Roundtable D: Procrastination: The 5 Habits of Procrastination and How to Control Them

Everybody procrastinates, but the most productive people learn how to control it. In this session you will understand the psychology of procrastination and 5 ways to break the habit.

Facilitator:

Faye Hampton, Success Coach, **Live Your Fulfilment**

Roundtable E: Career Progression and Utilising your Current Skills to Adapt to a New Role

From Virgin Australia Cabin Crew to PA to two GM's within the corporate office, Nic discusses career change and utilising your skills to adapt to a new role.

Facilitator:

Nic Russ, Personal Assistant to GM, Brand & Marketing and GM, Distribution & E-Commerce, **Virgin Australia**

17:30

Improvise, Adapt & Overcome

On February 11th, 2009 Paul was on exercise in Sydney Harbour between Garden Island and Mrs Macquarie's Chair when he was attacked by a massive bull shark resulting in the loss of his right leg and right hand.

In a race against time Paul's mates hauled him from the water providing emergency first aid and rushed him to the wharf to await the paramedics. His recovery is an inspirational story of mental and physical courage. Today he's back surfing, diving, running and training in the gym with the help of specially made prosthetics and has since dived with sharks all over the world and even filmed two documentaries for Discovery channel about Great Whites Sharks.

Improvise, Adapt & Overcome...a mantra he learnt when he first joined the Australian Army has become his mantra for everyday life. It is a lesson that we each owe to ourselves to help us make the best of our lives.

Paul de Gelder, Navy Diver, Shark Attack Survivor, Author

18:30

Networking Drinks



08:30 Morning Coffee and Networking

09:00 Resilience in the Face of Adversity

Rachael has lived through the hell of domestic abuse. She had the strength to fight it and break free and made the decision to leave the family home with her young child, but that wasn't the end of her struggles as both her husband and brother-in-law continued to threaten her despite protection from the courts.

In this inspirational story Rachael will share her domestic violence story, the challenges women face who want to escape the family home and the changes that must take place to ensure that women are protected and able to get help when they need it most.

Rachael Lloyd, Domestic Violence Survivor

09:20 Organising our Australasia Regional Forum: The Most Challenging but Rewarding Part of My Role

Denise joined Arup as EA to the CEO/Chair of the Australasia Region in 2004, and looking for an additional challenge, put her hand up to organise their Australasia Region Forum every two years.

The forum brings together 120 of Arups most talented high level leaders to drive the strategic direction of the company, share knowledge, celebrate success and progress, and to network.

- Where to begin!
- Forming OUR Team
- Logistics and Content | both are KEY components for success
- The Perfect Venue
- Reaching for Excellence | allowing others to excel
- Inside the Forum bubble
- Celebrating
- Key Learnings

Denise Keen, Executive Assistant to the CEO/Chair, **Arup Australasia**

10:00 Interactive Workshop Session: Speak Up and Influence People

- If you've ever thought you'd like to improve the way you communicate with the people around you so your relationships become easier...
- If you've ever thought there must be a way to get people on side so they agree with your ideas or sign-off your proposal...
- If you've ever laid in bed awake at night worrying yourself silly because you just don't know the best way to say that important thing to your boss, partner, friend or client...
- If you just want to hear the word "yes" more often in your life, fast track your sales cycle or manage your people more respectfully...you'll love this session with Michelle Bowden - Australia's persuasion expert!

We persuade and influence people every day of our lives. Sometimes we win. Sometimes we lose. Want to win more?

Speak Up and Influence People is a high energy, research-based, interactive session that shows you how to transform yourself into a more persuasive communicator at work, at home, all the time, no matter the circumstances.

You will laugh, learn and most importantly you will demonstrate an immediate behavioural change.

Michelle Bowden, Director,
Michelle Bowden Enterprises

11:00 Morning Coffee and Networking Break

11:30 Adopt Positive Problem Solving Strategies, Overcome Complicated Issues & Massively Improve your Effectiveness.

- Poor problem solving strategies are one of the biggest drags on personal and business performance.
- In this session you will be introduced to the science, the principles and strategies of positive problem solving.
- Learn how to become more confident overcoming difficult challenges more easily
- Build your reputation within your organisation for being a highly effective person by being a superior problem solver
- Improve your businesses performance & deliver superior results by adopting a positive problem solving framework.

Jim O'Connor, Director,
Jim O'Connor Elite Performance

12:30 Emotional Intelligence: Understanding Yourself, Others, and Having Self Awareness is the Key to Building and Maintaining Relationships

The ability to identify emotions in ourselves and others, and to express and manage these emotions appropriately, is essential for interpersonal communication. EI is vital to personal and professional success, enabling us to build effective relationships with our internal and external stakeholders. It is also about understanding the impact of our emotions on our thoughts, decisions and actions.

In this session Wendy will help you develop your awareness and practical strategies for enhancing your people skills, connecting with others, building trust and rapport, while managing yourself, and your relationships with others. You will be given the tools to enhance your ability to recognise and appropriately respond to both yours and others' emotions

By being emotionally intelligent, you are able to improve your communication, relationships, teamwork, leadership, employee/customer engagement and performance.

- Understanding emotions and drivers of behaviour
- Emotional regulation techniques to manage your emotions and respond appropriately
- Emotional resilience and agility
- Perceiving emotions accurately in others to build empathy and rapport
- EI competencies of self-awareness, self-regulation, motivation, empathy and interpersonal skills
- Links to neuroscience, positive psychology and brain based leadership

Wendy Jocum, Director,
Wendy Jocum Training and Coaching

13:30 Lunch and Networking Break

14:30 Shortcuts to Success

Learn quicker ways to manage your workload through some efficient shortcuts using Microsoft's most powerful programs - Outlook and OneNote. Mario will take you on a journey of shortcuts that will get you to your destination within seconds and allow you to focus more and improve your productivity. Unlocking the power and efficiency of your technology is only a few clicks away.

- Find out the benefits of using shortcuts and increase your efficiency
- Discover the power of Quicksteps to automate processes within Outlook
- Utilise shortcuts in OneNote link to Outlook
- Manage Quickparts to quickly insert repetitive information into emails, appointments and tasks
- Maximise your diary management through shortcuts

Mario Halouvas, National Training and Development Manager, **Priority Management**

15:30 Digital Disruption and the EA/PA Role in the New Tech Enabled Office of 2020 and Beyond

The integration of new technologies in the workplace will have an immense effect on the EA/PA role. Innovation will create new and better roles with increased job satisfaction and improved operational efficiency, but how will this impact you and what are the skills you need to acquire in the tech enabled office of 2020 and beyond?

In this session Mathew will explore our work futures, the technologies that will enable increased efficiency and the plans you need to put in place to ensure that you can thrive and survive in the new digital workplace.

Mathew Dickerson, Mayor of **Dubbo**

16:10 Convenience Break

16:25 Afternoon Tea Roundtable Discussions

The High Tea Roundtables are an opportunity for you to participate in 3 facilitator lead discussions on different topics, exchange your experiences and challenges and develop solutions with your peers over a selection of sweet treats.

Roundtable A: The Working Relationship/ Partnership with Your Boss

- Understanding your style and the style of your CEO | Chair | Board of Directors
- Fitting your way of working to your Boss and making it work
- Understanding their needs (it's not about you)
- Relationships based on trust (from the Chairman of the Board to the cleaners and security guards)
- Doing more - picking up tasks and projects and making them your own

Facilitator:

Denise Keen, Executive Assistant to the CEO/Chair, **Arup Australasia**

Roundtable B: Tame your Technology and Switch Off

In our face paced workplace and reliance on technology, many people find it hard to switch off and allow themselves to recharge. Explore ways of taking control of your technology and working through your technology not because of it. Reduce your stress levels with some handy tips on managing your workplace technology as well as your mobile devices whilst still keeping on top of your workload.

Facilitator:

Mario Halouvas, National training and Development Manager, **Priority Management**

Roundtable C: Communication Skills

Explore ways to influence and Communicate with others, even in challenging situations.

Facilitator:

Wendy Jocum, Director, **Wendy Jocum Training and Coaching**

Roundtable D: How to Prioritise to Be More Efficient and Productive

The Challenges Faced by EAs and PAs in their Constantly Changing Roles.

- How do EA's / PA's keep up with our ever changing roles;
- How do we keep up with technology;
- Lack of understanding by others of the value of the EA / PA role

Facilitator:

Tania Rzoski, Personal Assistant, **Arup Pty Ltd**

Roundtable E: Tips and Techniques to Reduce Stress

When the world expects everything done yesterday, keeping your calm is the most important thing to enable you to actually get the job done. Knowing how to reduce stress levels and use language to your advantage helps you to enjoy your job more and actually achieve more out of each day.

Facilitator:

Faye Hampton, Success Coach, **Live Your Fulfilment**

17:25 Closing Remarks from the Chair

EAPA/PA

SUMMIT 2016

16 - 18 May 2016
Shangri-La, Sydney

QUICK and EASY WAYS to REGISTER



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Register Early & Save!

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STANDARD PACKAGES	SAVE UP TO \$350 EARLY BIRD *Register & pay before 8 th April 2016	STANDARD PRICE
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Conference + 3 Workshops	\$3,149 + GST = \$3,463.90	\$3,499 + GST = \$3,848.90
Conference + 2 Workshops	\$2,749 + GST = \$3,023.90	\$3,099 + GST = \$3,408.90
Conference + 1 Workshop	\$2,349 + GST = \$2,583.90	\$2,649 + GST = \$2,913.90
Conference Only	\$1,899 + GST = \$2,088.90	\$2,199 + GST = \$2,418.90

☐ REGISTER ME for EAPA Sydney Submit 2016 PLUS:

☐ Workshops: ☐ A ☐ B ☐ C ☐ D

Please note: Workshops = 1 Module each

- * Payment not made at the time of registration will be subject to a \$99 service charge.
- * All 'Early Bird' discounts require payment at time of registration and before the cut-off date in order to receive any discount.
- * Discounts do not apply to vendors/solution providers. IQPC reserves the right to determine who is a vendor.
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- ☐ Please send me _____ set(s) of AUDIO COMPACT DISCS and PRESENTATIONS CD at \$878.90 (\$799 plus GST) or \$603.90 (\$549 plus GST) Presentations CD only
- ☐ Please keep me informed via email about this and other related events

2 WAYS TO SAVE!

Book early for HUGE
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Book as a TEAM,
save & benefit as a team.

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IQPC recognises the value of learning in teams. Take advantage of one of these special rates:

- 1 Register a team of 2 to the conference at the same time from the same company and receive a 5% discount
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- 3 Register a team of 4 or more to the conference at the same time from the same company and receive a 15% discount
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- 5 Register a team of 10 or more to the conference at the same time from the same company and receive a 25% discount
- 6 Ask about multi-event discounts. Call +61 2 9229 1000 for more details

Please note: Only one discount applies

WHERE & WHEN?

WHERE

Shangri-La Hotel,
176 Cumberland St,
Sydney NSW 2000,
Australia

WHEN?

16-18 May 2016

ACCOMMODATION

The Shangri-La Hotel is the official venue for EAPA Sydney Summit 2016, and we have negotiated special rates for attendees of this event.

To take advantage of these rates, contact the hotel and quote: IQPC or go to www.eapa.com.au and click on the Venue and Accommodation page for a direct link to rates.

BOARDROOM TEAM PACKAGE*



To qualify:

Register a team of 7 or more delegates to the conference at the standard conference rate**

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- VIP registration & conference room seating

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* (Not available for service providers) ** (No discounts can be applied)

NOTE: PAYMENT IS DUE WITHIN 7 DAYS FROM REGISTRATION TO SECURE YOUR PLACE. Registrations received without payment or a Government PO will incur a processing fee of \$99+GST = \$108.90 per registration. Payment prior to the conference is mandatory for attendance. Payment includes lunches, refreshments, a copy of conference presentations via FTP website or workbook and all meeting materials. If payment has not been received two weeks before the conference, a credit card hold will be taken and processed. This card will be refunded once alternate payment has been received.

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CREDIT CARD NUMBER

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AMEX 4 DIGIT CODE

EXPIRY DATE

NAME OF CARD HOLDER [PLEASE PRINT]

CLICK HERE SUBMIT THIS FORM

(PHOTOCOPY THIS FORM FOR ADDITIONAL DELEGATES)